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ABSTRACT

The College of the Canyons Library, with assistance from Institutional Development and Technology (IDT), conducted a survey of students to obtain their impressions regarding experiences with library staff, services, collections, and equipment. A representative sample of non-occupational courses was selected for an in-class survey. In addition, surveys were placed in the Student Services Center and the library lobby. IDT collected and analyzed the results: (1) 80% of respondents used the library services or collections, and only 8% felt the library did not have the resources they needed; (2) 60% used the open computer lab, with 79% rating it as good or excellent; (3) 52% used the reference desk, with 84% rating it as good or excellent; (4) 48% used the online catalog, with 71% rating it as good or excellent; and (5) less than 4% felt the library staff was not helpful. Respondents noted that there was some room for improvement, such as the need for more and faster computers and printers, more children's materials, later hours on Friday and Saturday, and a faster online catalog. Survey instrument appended, with detailed responses. (Author)

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Library Services Student Evaluation Survey - Spring 2001

Report # 108

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August 2001

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Library Services Student Evaluation Survey – Spring 2001

Executive Summary

The College of the Canyons Library, with assistance from Institutional Development and Technology (IDT), developed and conducted a survey of students to obtain their impressions regarding experiences with library staff, services, collections, and equipment. The information will be used to inform library administrators, as well as to further improve operations through non-academic program review.

A representative sample of non-occupational courses was selected for the in-class survey. In addition, surveys were placed in the Student Services Center and the library lobby. IDT collected and analyzed the results.

Library usage was high among students, who were largely satisfied with staff, services, collections, and equipment:

- **80%** of respondents used the library services or collections
- **60%** used the open computer lab with, **79%** rating it as good or excellent
- **52%** used the reference desk, with **84%** rating it as good or excellent
- **48%** used the online catalog, with **71%** rating it as good or excellent
- **58%** used the book collection, with **78%** rating it as good or excellent
- **42%** used the reference collection, with **77%** rating it as good or excellent
- **38%** used the periodical collection, with **73%** rating it as good or excellent
- **28%** used the audiovisual collection, with **79%** rating it as good or excellent
- **Only 8%** of respondents felt the library did not have the resources they needed
- **Only 4%** felt that library resources were not easy to use
- **Less than 4%** felt library staff was not helpful

However, respondents noted that there was some room for improvement:

- ***Information Technology***: More and faster working computers and printers; faster Internet connection; wireless Internet; Zip drives; newer and faster online catalog
- ***Collections and Services***: More children's materials; texts used in courses; mirrors in the men's room; and less talking and noise, including cell phones
- ***Hours***: Earlier hours during the week; later hours on Friday and Saturday; access on Sunday; access during Spring break

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Introduction

At the request of Learning Resources, the Office of Institutional Development and Technology developed and conducted a survey of students enrolled in academic courses during the Spring 2001 semester to assess their experiences and opinions on current library services. The results of this survey are intended for use by Learning Resources as they engage in a self-evaluation process.

Methods

Learning Resources and Institutional Development and Technology developed a questionnaire that contained Likert-type (closed-ended) questions intended to track how frequently students used the services and collections offered by the Library, and to ascertain how students rated the various services and collections. There were four response alternatives for the *Times Used in the Semester* portion of the Likert-type questions: '0', '1-20', '11-20', and '20+'. The Likert-type questions for *Rating of Services & Collections* offered the following response alternatives: 'N/A', 'Poor', 'Fair', 'Good', and 'Excellent." See Appendix A for a copy of the Survey and a copy of the cover letter to instructors.

Open-ended questions were also included to gather opinions concerning hours of operation, identify problems encountered, request recommendations for items or services needed, and provide students with an opportunity to share any additional comments. Appendix B contains a tabulation of open-ended responses. Comments from seven surveys were omitted from this report as they addressed subjects not relevant to this report.

No identifying information was requested from the survey participants, nor was any attempt made to identify or link any completed surveys with a particular course or section.

A random sample of 79 non-occupational courses (SAM E only) was selected during Spring 2001 resulting in 2,000 students. The sample was representative with the population of all non-occupational courses along the variables of weekday/weekend, day/evening, and

academic department. During the week of April 23, blank surveys were distributed to instructors of each identified section with an explanatory letter detailing distribution instructions. Instructors were asked to advise the students that their participation was voluntary and encouraged them to complete a second survey if they later found they had additional information to add. Course instructors were directed to return the completed surveys to the mailbox for Institutional Development & Technology (IDT) by May 9, 2001. To encourage participation, an additional one thousand surveys were made available at two campus locations, the student center and library. Students who voluntarily completed surveys outside of class were directed to drop them at a designated location in the library or at the IDT mailbox. The last day of survey collection at the alternative locations was May 10, 2001.

Out of the surveys distributed, seven hundred forty-four (744) surveys were completed and returned.

Major Findings

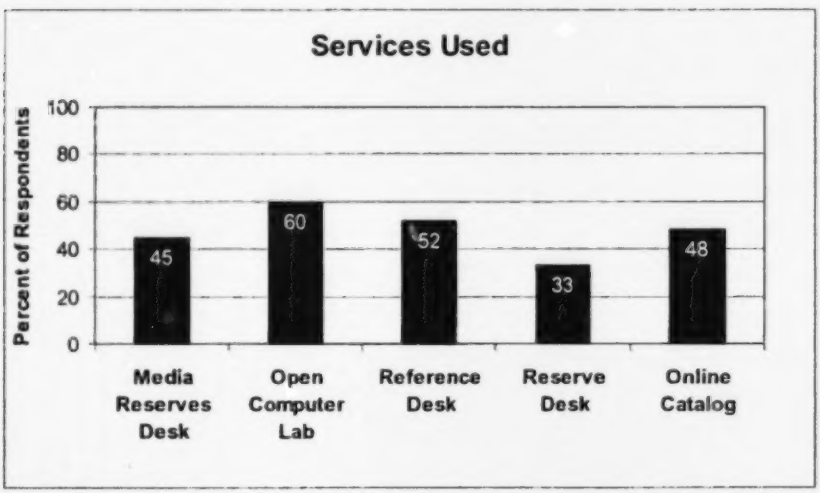
Library Usage

The rate of usage of the library was very high. Nearly 80 percent of respondents used library services or collections. Seven of the 10 categories reported 40 percent usage or higher. All 10 categories were used by at least 33 percent of respondents. There are multiple reasons for this. As noted below, respondents are highly satisfied with the services and collections of the library. In addition, use of the library is supported by a large majority of instructors. Only 10 percent of the students disagreed with the statement, "My instructors, in general, encourage students to use the library."

Library Services

Respondents were asked to list the number of times they used various library services, and to rate those services as "Poor," "Fair," "Good," or "Excellent." Figure 1 shows the percent of respondents who used the service at least once during the semester.

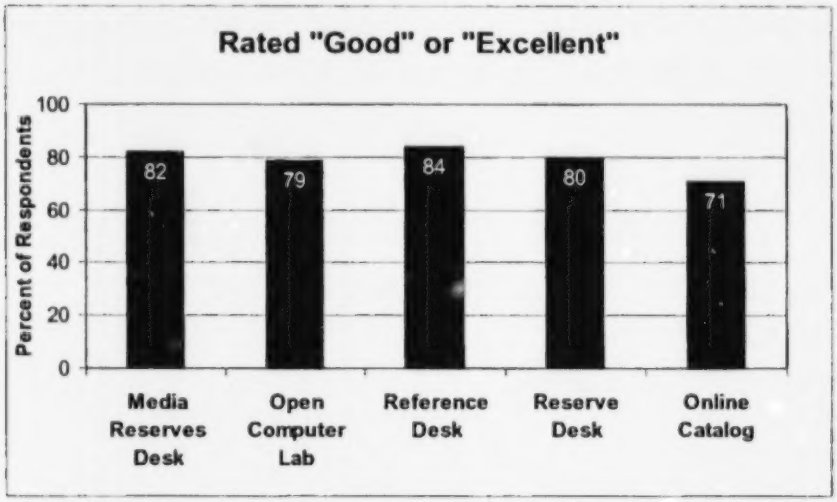
Figure 1: Library Services



Over 79 percent of respondents used at least one of the services. The most heavily used service listed by students was the Open Computer Lab (60%), followed by Reference Desk (52%), Online Catalog (48%), Media Reserves Desk (45%), and Reserve Desk (33%).

Figure 2 shows the percent of respondents who used the service and rated it as "Good" or "Excellent."

Figure 2: Satisfaction with Library Services



Reference Desk received the highest percent of "Good" or "Excellent" ratings (84%), followed by Media Reserves Desk (82%), Reserve Desk (80%), Open Computer Lab (79%), and Online Catalog (71%).

Library Collections

Respondents were asked to list the number of times they used various library collections, and to rate those collections as "Poor," "Fair," "Good," or "Excellent." Figure 3 shows the percent of respondents who used the collections at least once during the semester.

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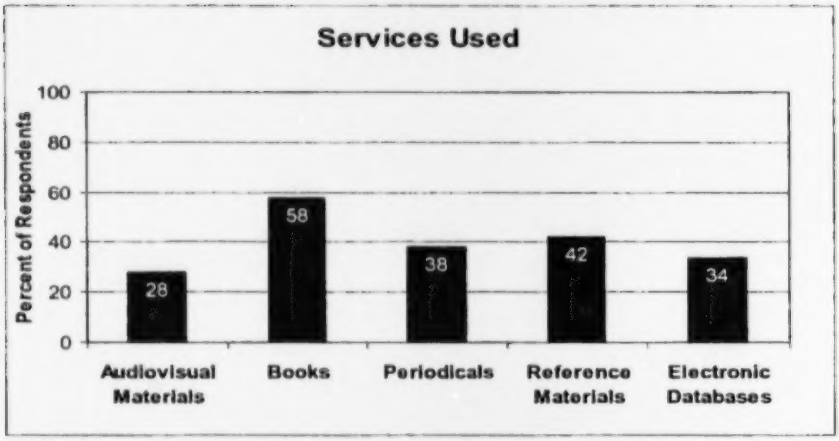
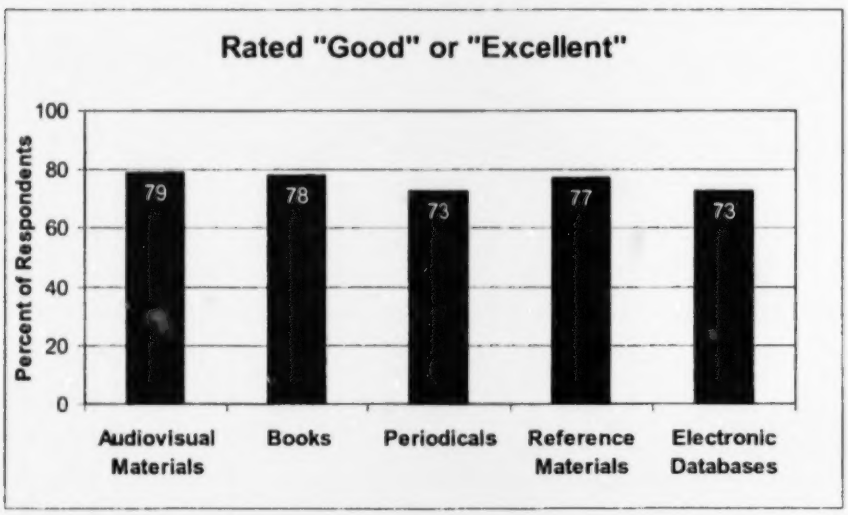
Figure 3: Library Collections



Over 69 percent of respondents used at least one of the collections. The most heavily used collection listed by students was Books (58%), followed by Reference Materials (42%), Periodicals (38%), Electronic Databases (34%), and Audiovisual Materials (28%).

Figure 4 shows the percent of respondents who used the service and rated it as "Good" or "Excellent."

Figure 4: Satisfaction with Library Collections



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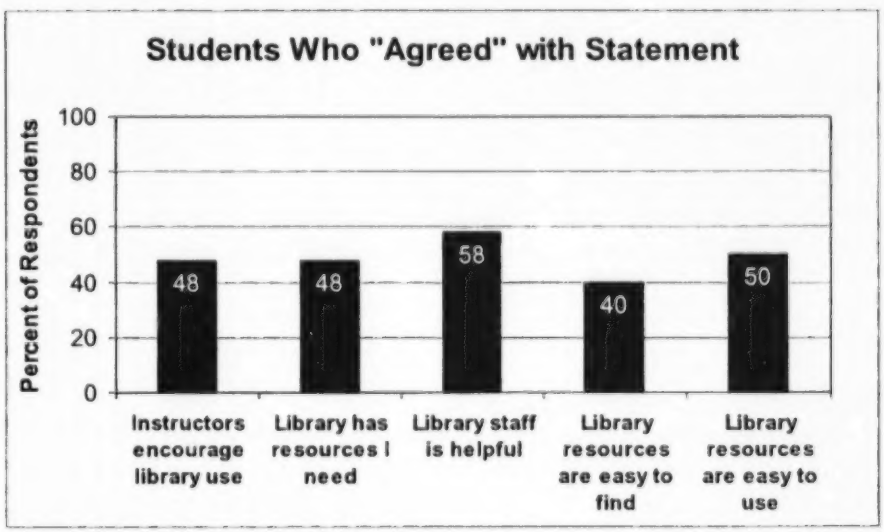
Audiovisual Materials received the highest percent of "Good" or "Excellent" ratings (79%), followed by Books (78%), Reference Materials (77%), and Periodicals and Electronic Databases (73%).

Related Services

Respondents were asked to rate various facets of library services. Five statements were presented to the student, who responded with "Disagree," "Neutral," or "Agree." Figure 5 shows the percent of students who agreed with the statement.

Figure 5: Satisfaction with Related Services



The majority of students felt that the library staff is helpful (58%). About half of students indicated that the library resources are easy to use (50%, that instructors encourage library use (48%), and that the library has resources the students need to do their coursework (48%). Only 40 percent of students responded that library resources are easy to find (40%).

Open-ended Responses

Respondents were asked several questions that allowed them to respond in a manner less structured than the Likert-type questions. Their responses supported the previous questions, as well as added a more complete understanding of the respondent's view of library services.

Generally, students were very satisfied with the current staff, materials, equipment and services. The following list of items was noted most frequently by respondents.

1. Are there any materials, equipment, or services that you think the Library should offer that it doesn't currently?

- Faster computers and faster Internet connections.
- More computers that are in working order.
- More and faster printers, including color.
- Wireless Internet.
- Zip drives on computers.
- Faster online catalog.
- More children's books.
- All books used by instructors on hand for student loan.
- Mirrors in the men's room.
- Two-night video checkout.
- Less noise, including cell phones.

2. What additional library hours would be most useful to you?

- Open later on Friday and Saturday.
- Offer a few hours on Sunday.
- Open at 7 AM daily.
- Be open during Spring break.

3) What aspects of the Library's services have been especially useful?

- Open computers and computer labs.
- Tutors and assistants.
- Study areas and conference rooms.
- Audiovisual services.
- ProQuest.
- Reference personnel.

4) What barriers or problems have you encountered when using the Library?

- Not enough working computers and printers.
- Not open late enough.
- Too few hours.
- Too few tutors and staff.
- Noise, i.e., cell phones and talking students and staff.
- Hard to locate materials.

5) Recommendations and additional comments.

- Reduce the noise level, including the use of cell phones.
- Faster and newer online catalog.
- More staff and tutors to assist students.
- More and faster computers.
- Longer hours.
- Location signs and a map of the library at the entrance.

Conclusions

Overall, library users were well satisfied with services and collections. None of the categories were below 71% for ratings of good or excellent. Moreover, only one category was rated as "poor" by as many as 5 percent of the respondents, with most categories below 2 percent.

The rate of usage of the library was surprisingly high. As noted above, respondents are highly satisfied with the services and collections of the library. In addition, use of the library is supported by a large majority of instructors.

Respondent's comments showed general satisfaction with the library, although students tended to want newer and faster information technology, including computers, printers, and Internet access. Students expressed a desire for training on library collections early in their college career. In addition, students would like the library to open early and stay open later, especially Friday and Saturday. Finally, students found the noise level troublesome, especially talking and cell phones.

The survey results showed a high level of satisfaction with library services. However, some students indicated a need for newer computers and printers, faster Internet access, and a reduction in ambient noise. Finally, library usage and satisfaction may be increased by training students early in their college careers on library services, as well as increased promotion of the library by instructors in the classroom.

Appendix A: Survey Instrument

STUDENT EVALUATION OF THE LIBRARY - SPRING 2001
COLLEGE OF THE CANYONS

Your help is needed to conduct an evaluation of our current services. Please rate each of the services listed below by marking the appropriate boxes. Indicate both the approximate number of times you made use of the service during the past term (left columns) and your rating of the quality of the services (right columns.)

Please fill in marks like this: ● not like this: ✖ ⊘ ✔

Times Used in Semester				SERVICES	Rating				
0	1-10	11-20	21+		N/A	Poor	Fair	Good	Excellent
O	O	O	O	Media Reserves Desk (Videos, Language lab, CDs)	O	O	O	O	O
O	O	O	O	Open Computer Lab	O	O	O	O	O
O	O	O	O	Reference Desk	O	O	O	O	O
O	O	O	O	Reserve Desk	O	O	O	O	O
O	O	O	O	Online Catalog	O	O	O	O	O

Times Used in Semester				Library Collections	Rating				
0	1-10	11-20	21+		N/A	Poor	Fair	Good	Excellent
O	O	O	O	Audiovisual Materials	O	O	O	O	O
O	O	O	O	Books	O	O	O	O	O
O	O	O	O	Periodicals (Magazines and Journals)	O	O	O	O	O
O	O	O	O	Reference Materials	O	O	O	O	O
O	O	O	O	Electronic Databases	O	O	O	O	O

Please answer the following questions using the scale provided:

	Disagree	*Neutral*	*Agree*
1. My instructors, in general, encourage students to use the library.	O	O	O
2. The Library has most of the resources I need to do my coursework.	O	O	O
3. I think the Library staff is very helpful.	O	O	O
4. Library resources are easy to find.	O	O	O
5. Library resources are easy to use.	O	O	O

Please respond to the following questions in the space provided below each item.

Are there any materials, equipment, or services that you think the Library should offer that it doesn't currently?

If the library were to expand its hours of service what additional hours would be most useful to you?

(The current hours are: Monday – Thursday, 8:00 a.m. – 9:00 p.m.; Friday, 8:00 a.m. – 4:30 p.m.; and Saturday, 8:00 a.m. – 3:30 p.m.)

What aspects of the Library's services have been especially useful?

Please explain any barriers or problems you have encountered when using the Library.

What recommendations do you have to make the Library easier to use?

We invite your additional comments:

Thank you for time and thoughtful responses.
Please return this survey to the drop box in the Library,
or to the Institutional Development & Technology mailbox in the Administration Building.

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Appendix B: Response Frequencies - Summary Percentages of Responses

STUDENT EVALUATION OF THE LIBRARY - SPRING 2001

COLLEGE OF THE CANYONS

Your help is needed to conduct an evaluation of our current services. Please rate each of the services listed below by marking the appropriate boxes. Indicate both the approximate number of times you made use of the service during the past term (left columns) and your rating of the quality of the services (right columns.)

Please fill in marks like this: ● not like this: ✖ ⊘ ✔

Times Used in Semester				SERVICES	Rating				
0	1-10	11-20	21+		N/A	Poor	Fair	Good	Excellent
55.5%	33.5%	7.0%	4.0%	Media Reserves Desk (Videos, Language lab, CDs)	44.6%	1.8%	8.0%	29.6%	16.1%
39.6%	42.0%	8.7%	9.7%	Open Computer Lab	28.7%	1.9%	14.0%	38.3%	17.1%
48.1%	45.1%	3.7%	3.1%	Reference Desk	35.5%	1.1%	10.2%	30.9%	22.3%
67.0%	28.0%	3.3%	1.7%	Reserve Desk	54.0%	0.8%	8.9%	21.0%	15.2%
51.7%	37.5%	6.8%	4.0%	Online Catalog	39.6%	2.9%	14.1%	31.1%	12.3%

Times Used in Semester				Library Collections	Rating				
0	1-10	11-20	21+		N/A	Poor	Fair	Good	Excellent
71.6%	21.6%	4.6%	2.3%	Audiovisual Materials	60.3%	1.2%	8.2%	19.5%	10.8%
42.2%	4 4.8%	8.6%	4.4%	Books	31.5%	3.0%	12.0%	37.4%	16.2%
62.0%	29.6%	5.5%	2.9%	Periodicals (Magazines and Journals)	50.3%	2.0%	11.8%	25.8%	10.1%
57.6%	34.0%	5.2%	3.2%	Reference Materials	46.6%	1.7%	10.7%	29.3%	11.7%
65.8%	24.9%	6.4%	3.0%	Electronic Databases	54.8%	1.6%	10.7%	23.4%	9.5%

Please answer the following questions using the scale provided:

		Disagree	*Neutral*	*Agree*
1	My instructors, in general, encourage students to use the library.	10.2%	42.2%	47.6%
2	The Library has most of the resources I need to do my coursework.	8.5%	43.6%	47.9%
3	I think the Library staff is very helpful.	3.9%	38.2%	57.9%
4	Library resources are easy to find.	8.7%	51.1%	40.0%
5	Library resources are easy to use.	4.4%	45.6%	50.0%

Appendix B: Response Frequencies: Summary Counts of Responses

STUDENT EVALUATION OF THE LIBRARY - SPRING 2001

COLLEGE OF THE CANYONS

Your help is needed to conduct an evaluation of our current services. Please rate each of the services listed below by marking the appropriate boxes. Indicate both the approximate number of times you made use of the service during the past term (left columns) and your rating of the quality of the services (right columns.)

Please fill in marks like this: ● not like this: ✖ ⊘ ✔

Times Used in Semester				SERVICES	Rating				
0	1-10	11-20	21+		N/A	Poor	Fair	Good	Excellent
399	241	50	29	Media Reserves Desk (Videos, Language lab, CDs)	274	11	49	182	99
278	295	61	68	Open Computer Lab	181	12	88	241	108
339	318	26	22	220	7	63	191	138	O
465	194	23	12	Reserve Desk	320	5	53	125	90
360	261	47	28	Online Catalog	242	18	86	190	75

Times Used in Semester				Library Collections	Rating				
0	1-10	11-20	21+		N/A	Poor	Fair	Good	Excellent
503	152	32	16	Audiovisual Materials	346	7	47	112	62
296	314	60	31	Books	192	18	73	228	99
428	204	38	20	Periodicals (Magazines and Journals)	295	12	69	151	59
400	236	36	22	Reference Materials	274	10	63	172	69
455	172	44	21	Electronic Databases	317	9	62	135	55

Please answer the following questions using the scale provided:

		Disagree	*Neutral*	*Agree*
1	My instructors, in general, encourage students to use the library.	74	308	347
2	The Library has most of the resources I need to do my coursework.	61	312	343
3	I think the Library staff is very helpful.	28	274	416
4	Library resources are easy to find.	63	361	283
5	Library resources are easy to use.	31	325	356

Appendix C: Text of Open-ended Questions

Open-ended Question #1:
Are there any materials, equipment, or services that you think the library should offer that it doesn't currently?

Survey #	Response
2	No
5	N/A
14	No
17	N/A
19	No
24	N/A
27	No
31	N/A
32	N/A
51	N/A
52	N/A
53	N/A
71	No
91	N/A
106	N/A
123	No
131	No
143	No
148	No
157	N/A
162	No
166	N/A
167	No
172	No
176	N/A
177	N/A
193	No
202	Maybe but at this time, No
203	Everything I've ever needed, I've found.
204	For the Childhood Development Programs: actual children's books, tapes, CD's, etc.
206	Faster way to look things up on online catalog.
207	No
208	No
209	Can't think of any
211	The books in the library need to be updated. The computers need to be updated.
212	No
214	Sometime soon, if the money is there, wireless internet.
215	No, I think it's good the way it is.
216	Not that I could think of.
217	No
219	No
220	Not that I know of.

222	No
224	None
225	Internet administrator
226	No
228	N/A
229	No
230	No
232	More computers
233	None
239	Yes, paper & air conditioning.
240	No
242	I haven't used it often enough to comment.
243	DVD
244	No
247	No
248	Help? "Do you need help"
249	No, I think everything being offered by the library at this time is great.
250	I'm Not too sure. A lot of the needed material is already there for students to use.
254	N/A
255	No
256	No
259	No
260	No
264	More Non-fiction books, more Novels
266	No
268	Don't know
271	MLA citation index on computers
272	No
273	Don't go to the library
275	Materials & etc. are sufficient
277	No
278	N/A
279	More 3.5 Disk Drives
283	No
284	No
288	I don't know…I have only used the computers there.
289	Not that I can think of
290	No
291	I really don't know because I don't use the school library.
294	No
296	Maybe
297	Quicker computers & more private rooms for studies
298	Need more computers. Frequently, they are out of service.
299	Big screen TV, DVD, more computers, more books
300	Some TV and VCR, snack bar, computers

301	N/A
302	No
303	No
306	N/A-unfortunately I have Not taken the opportunity to use the library.
308	More internet access
309	Food section
310	N/A
311	No
312	The library should let students take CD's or movies home. They should also have DVD's
314	Yes. A variety of literature books.
315	The materials are fine.
316	No
317	More computers for computer lab
318	They are fine
320	Never been inside
321	None
322	More newspaper article form prior years.
323	The library needs more computers and places to sit and do work.
324	Never seen the library.
325	When I go there I'll let you know.
328	No
330	No
332	None
333	No
334	None
335	They should have more newspapers and keep them longer.
338	No
339	Music, at times "classical" music is best for studying/mirrors in both bathrooms.
340	No there aren't
342	No
343	Not that I have Noticed.
345	No
346	No
347	Big screen TV
348	Good enough
351	No
355	Place to hook up laptop to the internet.
356	N/A
357	N/A
360	More multimedia/internet capabilities
361	No
362	Labels of what books are in each section.
363	Not that I can thin of at this time.
365	Not that I can think of.
367	Whatever I need the library already has it.

370	No
371	None
377	More books/have inter library loan with USC/UCLA
378	Yes, more magazines and things like CSUN's library.
380	I'm Not sure.
383	More books, need bigger library like CSUN
384	No
385	Fax machines, if Not already availabl3e. Free Xerox copies and better quality machines.
386	No
388	Provide with more book that teachers require. Sometimes we handle used books and spend $40. That is Not fair.
390	More computers should be available. I often have to wait a long period for a computer.
392	No
393	More printers on more of the computers.
394	No
396	No
398	None
399	No, I think it is fine.
400	No, everything is good.
401	Need more construction or engineering books: Architecture and engineering
403	No
404	Books about serial killers (there are Not enough) and WWII (German side)
408	?
409	N/A
410	No
414	Unknown
415	No
416	More theatre books
417	No
420	To allow coffee drinks in the library for cramming purposes during test time.
422	Not sure
423	No
424	No
425	No
428	No
431	None at this time
432	No
433	No. Offers full range of material.
434	No
435	Maybe newer books. A lot are outdated.
436	Good copy machines
438	N/A
439	No
442	ERIC database. Your database is very limited.
445	Not sure

446	No
447	"Sports Illustrated" magazine
448	Open every weekend
449	No
450	Don't know
452	No
453	No
454	N/A
455	No
457	No
458	No
459	No
460	None
461	N/A
462	N/A
463	N/A
464	More books, a wider variety
465	None
466	N/A
468	No
469	Recliners
470	No
473	No
474	No
475	No
476	More books, selection is poor, outdated and far from "cutting edge"
477	I think that all courses should be required to place books in the Reserve Book Room. At bigger universities they do. I just feel that some books are too expensive and you are discriminating by Not having this resource available.
480	A greater variety of educational CD ROMs
481	Not that I can think of.
484	No
488	No
490	N/A
491	N/A
492	Videos for music majors and more poetry
493	Not sure
494	More computers
495	Listening stations for CDs and cassette tapes. Personal study rooms in addition to group study rooms.
497	No
498	No
499	Could use more recent and diverse books for reference material. The public library seems to have more of a selection.
501	Pinball machine
503	None that I can think of.

504	World Watch magazine, environmental magazine, maps
505	N/A
506	No
507	No, it has everything I need.
509	Everything is good.
510	More computers
511	No
512	No
513	No
514	No
515	No
516	No
518	No
519	No everything is fine.
520	No
522	More materials in different languages.
523	Books on learning to speak other languages.
524	I haven't been in the COC library.
525	No
526	No
527	No
529	No
532	No
533	No
534	None
535	Color copy machine
536	The depth of selections is sometimes shallow.
538	Move outside reading materials Not associated with schoolwork.
539	None
540	A complete selection of textbooks.
541	Probably Not
542	Hebrew language (Not a course)
543	None
544	No
548	More computers in computer lab.
549	Don't know
550	No
551	No
552	A smoking, outdoor area
553	Mirrors in men's bathroom
554	No, I get everything I need.
557	No
558	Often I have come in to try and look up videos on "I love Lucy" or "Loony Tunes" and there isn't one video.
559	Yes. It should have more science study packages, movies, especially for A&P, microbiology and

	biology, including CDs
561	None at the moment.
562	None that I know
563	No
565	N/A
566	More textbooks, more Christian topic books, the balance isn't quite equal
567	Not at the moment
569	There are all the materials, equipment, and services in the library that are offered.
570	Current materials--more current Novels and films, sale of paper, free printing
571	Complete sets of books that we only have one or two from the middle of a turntable to go with the records.
572	Bigger CD collection
574	More educational materials
575	No
576	None
577	No
580	A color printer in the computer lab
581	None, except the computer lab needs zip drives
583	Music scores
588	Newer and faster computers. Also more study rooms.
589	More printers and high-speed modems and new computers.
591	I think they should have more computers.
592	More computers would be helpful
593	No
594	No
595	Variety of foreign language materials (e.g. Japanese)
597	Not really
598	N/A
599	No
601	No
603	N/A
604	Photography book should be put on reserve.
606	N/A
607	N/A
608	More new books in nursing. Current editions and textbooks (new) in reserve desk
609	No
613	Headphones so you don't hear any Noise of some loud people.
614	The library needs more printers.
618	No
619	Faster internet-more computers (i.e. Multiple connections, T1s & T3s)
620	No
621	Multimedia use of the computer
622	N/A
625	No
626	They need more varieties of historical Novels.

628	More law materials.
629	No
631	No
633	More info. On Mythology, drawing, biographies on Abraham Lincoln, Einstein and Martin Luther King
634	More printers
635	More printers
636	N/A
637	More staff to help you
638	DVDs
639	More web linked computers
640	No
641	More class books, like Biology 106.
642	Not necessarily
643	No, it has a good wide variety of what students need.
644	None
645	No
646	People should be able to check out video even if they aren't in a class that requires video.
647	N/A
649	None I can think of. I don't really use the library.
652	N/A
653	Take home videos (educational)
654	No
655	No
656	The book collection is limited and dated.
658	No
659	More car magazines
660	Everything they have is a great help.
661	No
662	Books, class books
664	More photography/art books
665	No
667	Free food
670	No
671	No
672	No
673	I can't think of any at this time.
675	More computers, more privacy, enforced quiet times
676	N/A
677	2nd Great Awakening
679	No
680	No
681	G4 Mac computers
682	No
683	N/A

685	Open longer on Saturday
687	No
688	No
689	No
690	Videos should be able to be checked out for 2 nights
692	CD Rom in different fields
693	No
695	The library should offer more music and history video as research and entertainment. Old videos are hard to find.
697	No
698	No
699	Fast internet connection
700	No
701	Coffee kiosk
702	None
704	NA
709	I don't know
711	No
712	No
713	Computer should have Microsoft word to print out work.
715	More CD's
716	More books on international countries like Armenia, Bulgaria, and Greece.
718	No
721	I think they do a good job.
726	No
727	More textbooks available.
728	No
729	NA
730	No
731	NA
732	Missing periodicals (Playboy-for the articles.)
733	No
737	Is should be more silent
740	No
744	NA

Open-ended Question #2:
If the library were to expand its hours of service what additional hours would be most useful to you?

Survey #	Response:
2	No
5	N/A
14	NO
17	N/A
19	N/A
24	Yes
27	None
31	N/A
32	N/A
44	OK
50	These are good!
51	N/A
52	N/A
53	N/A
71	NO
91	N/A
106	N/A
123	NO
131	NO
143	None
148	None
157	N/A
162	No
166	N/A
172	Okay
176	N/A
193	N/A
201	Those are great for me.
202	N/A
203	I think those hours are fine.
204	Sunday would be a good day also.
206	Fri. 8-9; Sat. 8-8
207	Later on Fridays; earlier than 8 on M-Th.
208	All day Saturday
209	Open later on Saturdays
210	Stay open later on Fri. & Sat.
211	Later on weekdays.
212	I was very disappointed the library was closed during Spring Break. It would have been helpful for me to be able to u'tilize my off days.

214	Weekend
215	No, it's fine
216	Saturdays 8-5PM; Sunday 8-noon
217	Open @ 7AM
218	Yes
219	Mon-Thurs. is fine with me, but Friday and Saturday could be expanded another hour or two.
221	Mon-Thurs: 11PM-midnight
222	All
224	Close later on Friday
225	Sometime at night
226	Yes, because sometimes during the week it's not possible to make it before 9PM or after 8AM.
228	I am fine with the normal schedule.
229	The hours are fine
232	Mon-Thurs. until 10PM; Friday until 6PM
233	Friday 8-7PM or even 8PM; Saturday 8-7PM or 6PM.
236	Greater selection of magazines and periodicals
238	Open on Sunday or later on Saturday (to 5PM)
239	Useful hours are now being used
240	Sat. 8AM -3:30PM
243	The hours are fine
244	Sunday-daytime
245	No, it's fine
246	Possible earlier hours starting at 7AM
247	Possible
248	Friday 8AM-6PM; Saturday 8AM-4PM
249	Mon-Thursday 8AM-9PM
250	As it is right now is okay for me. I only go there two or three times a week and that's at 9AM.
252	Hours meet my needs
253	Extend on Saturdays
254	Mon-Fri. 8AM-Midnight
255	Friday 8AM-8PM; Sat. 8AM-6PM; Sun. 7AM-12AM.
256	Friday 8AM-7PM
258	24/7
259	Open later on Saturdays
260	Yes, more time on Friday and Saturday
261	Saturday 3:30PM
262	7AM-midnight every night. Sat & Sun. 8AM-3PM
265	No
267	Open later Mon.-Thurs. Had to go to CSUN to use library because of hours open.
268	I wouldn't
269	A couple hours later on Fridays
270	Probably being open later on Saturday

271	After 3:30 on Saturday
272	Fri. 8AM-5PM; Mon.-Thurs. 7:30-9PM
273	Earlier in the morning
274	I'm here until 5:15, so if it was open until 6PM it would be useful
275	I think the hours are OK
276	Friday 8AM-8PM
277	NO
278	Open at 7:30
279	6 or 7AM, open earlier
281	Maybe be open on Sunday mornings.
283	No
284	Sunday
287	Sat. 8AmM-5PM; Sun. 8AM-3PM
288	If it were open on Sat. later and also open on Sunday
289	The hours are fine
290	Neutral
291	It might
292	Friday also 'til 9PM
293	Mon-Thurs. 8AM-10 or 11PM
294	No
297	These hours are good for me.
298	Earlier 6:30AM-8AM would help.
299	The library should be open 24 hrs/day
300	N/A
301	Hours that extend later into the night
302	Mon.-Thurs. 7AM-10PM; Fri. 7AM-5PM; Sat. 8AM-5PM
303	Longer hours on Friday and Saturday would be helpful
305	Later on the weekend
306	Saturday
307	24 hours
308	The hours now are perfect for my schedule
310	Friday 8AM-8PM
311	None, I don't need the library
312	Stay open 'till 8 or 9PM on Friday. Also, open a few hours on Sunday.
313	Mon.-Thurs. 7AM-7PM
314	Yes
315	These hours are fine.
316	No, I don't use the library more in the morning or early afternoon.
317	Only computer lab
318	The hours are fine
319	Friday until 5:30PM
320	There is a library?
321	The library should be open until 6PM on Fridays, and 4PM on Saturdays.
322	Mon.-Thurs. open @ 8AM and close at10PM.

323	No, me hours now are fine.
324	Never will see the library.
326	Later during the week.
327	Open Friday evening
328	7AM Mon.-Fri.
329	Open until 10PM
330	Mon-Tues. 8AM-11PM; Friday 8AM-11PM; Sat. 8AM-11PM; Sun. 9AM-11PM
331	Later on Friday and Saturday nights.
333	I think that the hours are good.
334	I feel the hours are good.
335	Early morning (7AM-8PM Mon-Fri); Sundays
336	Longer hours on Saturdays
337	Hours later in the evenings Mon.-Thurs.
338	Mon-Thurs. 8AM-9PM
340	On Fridays, after 6:30
341	Expand Friday & Saturday hours. They should be the same as Mon.-Thurs. hours.
342	Mon.-Thurs. 8AM-10:30PM; Friday 8AM-8PM at least
343	No cause I only use the library during gaps in my schedule.
344	No
345	Yes
346	Hours are fine
347	N/A
348	Good enough
349	Stay open later on Saturday or open on Sunday.
350	Friday 8AM-6PM; Saturday 8AM-5PM; Sunday 12PM-3PM
352	Mon.-Thurs. 7:30AM-9:30PM
354	Open the PC lab earlier! About 8AM on weekdays.
355	N/A
356	N/A
357	7AM-10PM
359	These hours are fine for me!
360	Staying open later on Fridays. Maybe "til around 8PM
361	Friday "til 9PM
362	It works for me.
363	If the hours that the library opened changed from 8AM to 7AM I would make better use of the library.
365	Good hours.
366	Longer hours on the weekends. Add hours on Sunday.
367	Sunday 9AM-3:30PM
368	Mon.-Thurs. 7AM-9PM
369	Extend Saturday hours to 6PM
370	To extend the hours on Saturday from 8AM-7:30PM
371	None
372	Mon.-Thurs. 7AM-10PM

373	The hours are fine as they are.
376	Extended hours during finals, midterms, etc. Later on weeknights for those getting out of evening classes.
377	Until 10PM each nigh
378	More Sat. hours because most PACE classes need the library.
379	I think that the current hours are great, but of course later hours would always be nicer.
380	Probably Saturday.
381	I think those are just fine.
384	Later Sat. hours
385	Saturday 10AM-5PM
386	Longer hours on Fridays and Saturdays
392	No
394	No
396	Mon.-Thurs
397	Mon.-Fri. 11PM-1AM
398	None
399	Maybe Sat. 8AM-4PM
400	Mon.-Thurs. 8AM-9PM
401	Holidays and Sundays
402	Monday-Thursday: 6AM-10PM
403	These hours work for me.
404	Mon-Thurs. open until 10PM and Saturdays open until 5PM
406	Mon.-Thurs. open until 10PM
408	Open until 10PM
409	Friday until 7PM
410	Sunday
412	Later on would be actually be helpful. Many students study on weekends.
414	Mon.-Thurs. 7AM-11PM; Fri. 8AM-4:30PM; Sat. 8AM-6PM
415	Mon.-Thurs. 8AM-9PM
416	Fri. until 5 or 6PM; Sat. until 5PM
417	Evenings-possibly until 10PM
419	Longer hours on Sat. & Sun. for full-time working students.
420	A graveyard shift close at midnight. We have campus security for escort.
422	Sunday or Fri. & Sat. evenings that's when my homework is done.
424	Later hours on Saturday
425	Those hours are fine
426	Mon.-Thurs. 8AM-9PM
427	Sat. until 6PM
428	No
430	Either later on Saturdays or open Sundays
431	Current hours are great!
432	Saturday, later than 3:30PM
433	Mon.-Thurs. 7AM-9PM
434	Later on Saturday

435	These are fine.
436	Mon.-Thurs. 7AM-11PM; Fri. 7AM-4:30PM
438	Sunday hours would be really helpful!
439	Those are good hours.
442	Mon.-Thurs. open until 10PM or 10:30; Fri. until 9PM; Sat. until 6PM or later
444	Longer hours on Saturdays
445	Expand all current hours.
446	They are good.
448	Yes
449	The current COC library hours are a real disappointment. Change them ASAP please! Open during Spring Break. Sat. and Sun. open until at least 5 or 6PM; Mon.-Fri. at least until 10PM.
450	Hours suit me.
454	Mon.-Thurs. 8AM-11PM
455	Hours are good.
457	Saturday 8AM-3:30PM
458	They are OK
459	Yes
460	None
461	Mon.-Thurs. open until 9 or 10PM
462	Yes, I agree
463	Mon.-Fri. until midnight; Sat. until midnight and Sun. from 1PM-6PM
464	Mon.-Thurs. until 10PM; Fri. until 10PM; Sat. & Sun. same as weekdays.
465	Saturday
468	Friday until 9PM
469	Friday until 9PM
470	Not really
471	7AM-9PM
472	Maybe later on Sat. until 6PM
473	Hours fine
474	It is good the way it is
475	I would go more.
476	Hours are wonderful, if anything a little later on weekdays, but not really necessary.
477	The hours during the weekend; later on Friday evening.
479	During the week it should be open later. Most students study until very late at night.
480	Sunday hours and before 8AM Mon.-Fri.
481	It should be open later so people can study late after evening classes.
482	Sunday! Or longer hours on Saturday
483	Later on Saturday and it would be nice if it was open on Sundays, too
484	Saturdays until 6 or 7PM
485	Later on Friday and Saturday
488	I think that on Friday and Saturday it should stay open longer.
490	Good
491	Current hours
492	Good as it is.

493	These hours are fine, but opening at 7:30AM would be better.
494	All fine
495	The hours are fine.
496	Most useful would be nights after 8PM because that's when my time becomes more open!
497	Open early (7AM)
498	Sunday 12-5PM
499	Longer hours on Friday and Saturday.
500	Friday and Saturday until 5PM
501	Friday night-all night
503	Hours are fine
504	6AM would help for the people who want to study early before morning classes without being in their distracting homes or cars.
505	Mon.-Thurs. open later
506	Saturdays to be open later than 3:30PM
507	Yes
508	I think the hours are just fine.
509	Open later on Fridays and Saturdays.
510	Computer lab
511	The hours are fine the way they are.
512	Good times
513	No, it's fine right now.
514	Yes
515	Maybe a little later on Saturday
516	No
518	No
519	No because I could use it during a break.
520	Yes
521	Weekends
522	No changes needed.
524	I think the hours are appropriate.
525	Sat. 8AM-3:30PM
526	Sat. needs to be later.
527	Stay open until 6PM for those who get out of class at 3:45 and are unable to use the library.
529	Later in the evening for people that work
531	Mon.-Thurs. 8AM-10PM; Fri. 8AM-6:30PM
532	Hours are fine
533	Saturday until 6PM
534	Yes! I think the library should open on Sundays.
535	Friday 8AM-9PM
537	Perhaps an extra hour during the night on everyday but Saturday.
538	Saturday
539	No
540	None
541	Sunday

542	Long-later
543	Extend hours to after 9PM during finals.
544	Fri. 8AM-8PM; Sat. 8AM-6PM
545	Good hours!
546	Friday 8AM-9PM
548	Evening hours
549	Mon-Thurs. until 10PM
550	Perfect
551	Mon.-Thurs. 8AM-10PM
552	Saturday nights
553	Plenty of hours. Do not spend money on more employee hours.
554	Hours are fine with me.
555	They work for me.
556	8AM-10PM; Fridays 8AM-5PM
557	Any time
558	Friday 8AM-5:30PM
560	Morning, afternoon
561	7:30AM-9PM
562	Extended hours
563	Longer Saturday hours, earlier in the morning (7AM)
564	Maybe Sundays or longer at night
565	Open until midnight. Would be good for night people.
566	These are perfect
567	Open on Friday from 8AM-8PM
568	The hours are great
569	Mon.-Thurs. 8AM-9:30PM; Friday 8AM-5PM; Saturday 8AMm-4PM
570	Weekdays 7AM-10PM; Weekends 10AM-4PM
571	Until 10PM because some classes run that late and open before 7AM (maybe)
572	Open until 5PM on Sat.
573	Everyday until 10PM
574	Some Sunday; later during the week
575	Mornings-open at 7AM; stay open later on Saturday
576	Saturday 9AM-5PM
577	Saturdays until 6PM
578	Computer lab open @ 8AM
580	Open later on Fridays and Saturdays.
582	Sat. 8AM-5PM
583	Hours are okay
584	Longer hours on Friday and Saturday
586	It will be very useful if the library is open on Sunday, for students who don't have enough time to do their homework during the weekdays.
587	Mon.-Thurs. 7AM-midnight; Fri. 8AM-10PM; Sat. 10AM-6PM; Sun. 11AM-6PM
588	Mon.-Thurs. 8AM-midnight; Fri. 8AM-9PM; Sat. 9AM-9PM
590	Mon.-Fri. open @ 7AM

591	Definitely open @ 7AM because many classes start at 8AM
592	Mon.-Thurs. 8AM-11PM; Fri.-Sun. 8AM-9PM
594	Friday: stay open later
595	Friday 8AM-9PM
597	Later on weekdays, maybe until midnight
598	Hours are okay
599	Mon.-Thurs.
600	Friday later
601	Sat. 8AM-4PM; Fri. 8AM-5PM
603	The hours are fine.
604	Yes! Mon.-Thurs. 7AM-11PM; Fri. 8AM-10PM; Sat. 10AM-6PM; Sun. 11AM-6PM
605	Mon.-Fri. open @ 7:30AM
606	These are okay
607	N/A
609	More weekend and evening hours
610	Open later into the night.
613	All useful
614	Friday and Saturday
616	Mon.-Thurs. 8AM-11PM; Fri. 8AM-11PM; Sat. & Sun. 8AM-8PM
617	Sunday 1PM-5PM
618	N/A
619	Stay open later like 10:15PM
620	No, current hours serve me best.
621	Long on Saturday
622	N/A
624	Open earlier
625	No
628	I would expand on Friday--it seems to be the easiest day to work with.
629	Closing later on Friday would be useful.
631	7AM
632	All night
633	Extend hours on Saturdays and during the week.
634	Longer hours on Saturdays
635	Saturday until 5PM
636	Later hours during the weekday
637	Later hours, especially during finals
638	Friday 8AM-6:30PM
640	Expand Friday and Saturday hours to later hours, maybe 6PM
643	Maybe stay open later on Friday.
644	Morning hours 7AM
645	7AM-10PM Mon.-Fri.; 10AM-6PM Sat.-Sun.
647	N/A
648	None. The hours are good.
649	Maybe in the summer, yes.

652	I have classes on Saturdays all day, so it would be helpful if they were open longer then. Fridays would be helpful as well since I work and go to school pretty much the entire week.
653	Mon.-Thurs. until 11:30PM. Give time for night students to come.
654	Hours are fine
655	Those hours are fine
656	Current hours are fine.
657	Sunday hours
658	Sundays!
659	8AM-9PM Mon.-Thurs.
660	Excellent hours
661	Saturday 8AM-3:30PM
663	Open later on Friday
664	N/A
665	Fri. 8AM-8PM; Sat. 8AM-5PM
666	Staying open until 10PM-all my classes are until at least 9PM
667	Mon.-Fri. midnight-5AM
668	Weekdays 8AM-9:30PM; Weekend 8AM-5PM
669	Fri.-Sun. same hours as the week.
670	Later
671	No
672	Later on Friday and Saturday
673	It is okay right now.
675	Mon.-Thurs. 8AM-10PM; Fri. 8AM-9PM; Sat. 8AM-6:30PM
676	Mon.-Thurs. 9PM-10PM
677	Saturday
679	24 hours
680	No
681	No
682	Saturday 8AM-3:30PM
683	Fridays
685	Friday and Saturday nights
686	Longer days on Friday and Saturday
687	Longer hours on Saturday
688	Open at 7AM when classes start; Open all day on Saturday
689	To open the library on Sunday.
690	Fri. 8AM-6PM; Sat. 8AM-5PM
691	None
692	Please extend Saturday hours 8AM-6:30PM
693	Extend Friday and Saturday hours
694	Fri. 8AM-9PM; Sat. 8AM-7PM
695	Fri. and Sat. until 9PM
696	All day Saturday
697	Good right now
698	Saturdays

699	Open later on Fridays and Saturdays.
700	Later on Saturday
701	Extend Saturday nights
702	To keep it open later on Fridays and Saturdays
704	Sat 8am - 6pm
705	The current hours are sufficient.
706	On Saturdays. If I can go on my days off from work (8-5) it would be more help.
707	Later on Saturday
708	Stay open until 5:00 pm on Saturday
709	Hours are good.
710	Everyday until 10:00pm.
712	Saturday 8:00 - 5:00pm
713	It's ok - satisfied w/schedule.
714	Stay open later on Friday.
715	Sundays!
716	Open computer lab at eight also.
717	Friday 8:00am 6:0pm
718	They're good.
719	Evening Hours
720	Friday's "til 9. Saturdays 'til 5.
721	From 7-8am. I take early classes.
723	Early am (6am-8am) I work 8-5.
724	Friday & Saturday they should extend their hours longer in the evening - maybe until around 8:00. A lot of people, like myself, work on these days and can't get to the library until later.
725	Friday staying open later, open on Sundays.
726	No, the hours are fine.
728	No
729	NA
730	Yes.
731	Monday-Thurs 8am - 10pm
732	Sunday 9-5
733	Those hours are good
737	Remain open until at least 12 pm (am?)
739	When school is out, I.e., vacations.
740	I think it is fine the way it is
744	NA

Open-ended Question #3:
What aspects of the library services have been especially useful?

Survey #	Response:
2	No
5	N/A
14	NO
17	N/A
19	N/A
24	N/A
31	N/A
32	N/A
51	N/A
52	N/A
53	N/A
71	NO
91	N/A
106	N/A
143	None
148	N/A
157	N/A
166	N/A
172	None
176	N/A
202	The books
204	Library Assistants to help me find the materials I need.
206	Librarians
208	Computer lab & reference desk
209	Catalog
213	Media Video
214	Computers
215	Yes
216	Videos, Catalog
217	Open computer lab & videos
219	The language lab.
220	Having math tutors.
221	Internet books
222	Only computer
224	The staff
225	Books
226	The catalog and the books.
227	Video Collection
228	The resources
229	A place that is quiet where I can read.

230	Don't know
232	Computers- when one is available.
233	The open computer lab.
235	It works great for me right now with my schedule.
236	Later hours on Friday, until 6PM and until 5PM on Saturday.
237	Computers, photocopy machines, group study areas and rooms.
239	Internet, comfortable chairs.
240	Library Staff
241	The open computers
243	Books
244	N/A
245	The reading area downstairs & especially upstairs & private study rooms
247	Doing good
248	Computers, books, group rooms
249	The staff
250	Computer use. The computer is a great way to find out information and the open lab is pretty good.
252	Just go there to study
254	N/A
255	Computer
256	Computer lab & books
258	Group study rooms
259	Research
262	Study rooms
263	Computer usage
266	The comfortable chairs
268	None
269	Computer labs
270	The easy computer access
271	Books, references, librarian's help '
272	Computers
273	Don't go
275	Computer lab
276	The audiotapes for Spanish supplements I've use in past semesters.
277	Books
278	Reserves
279	Reference Desk
282	Computer lab
283	I never go there
284	Magazines, research
285	Computer lab
286	Copy machines
288	The computers and it's been a quiet place to study
289	The study rooms

290	Sleeping
291	I don't know. I have never been in the school library.
292	Having the computer database. It's much easier to find things.
294	The computers
295	Open computer lab
297	Private rooms, books
298	The computers to do my research. It's also nice to look out the windows when studying.
299	The librarians, the array of periodicals
300	All of them
301	The tables and chairs
302	Not enough computers
304	Tour was very helpful. Staff always helpful as well.
305	Books, computer catalog
306	N/A
308	The internet, books
309	The computer lab
310	Reference material, computer lab
311	Online access
312	Catalog, books
314	The staff assistance
315	Books for my papers.
316	The computer system with the programs. I am unable to use elsewhere (I.e., ProQuest)
317	Computer lab
318	Numerous books, online catalog
319	Computer lab
320	The location
321	The video part whenever I missed a CTV course.
323	Videos for my philosophy class.
324	The shade it provides for the grass.
325	I like the water fountain.
328	Open media lab
329	The study areas
330	Audiovisual
331	Studying areas
332	The tables where you can sit and study.
333	Computer lab
334	Reference Desk
335	Online catalog
336	Computer lab
338	None
339	Study areas
340	The service have rich resource of movies
342	Language lab
343	The help desk.

344	The computer lab
345	Good studying areas, group study rooms, individual study cubicles, etc.
346	Computers
347	The people at the front counter
348	Recreational reading
355	Computer lab, internet, books
356	N/A
357	personnel
360	Everything
361	Work area
362	The computerized catalog of books and the search service on the computer.
363	Reference has been very useful.
365	Reference Desk
367	Books, computers, study rooms
368	Open computer lab.
369	N/A
370	Computer lab
371	Computer lab
372	ProQuest
374	Excellent class tour of library provided by librarians.
375	The people who work there. If you tell them what you're looking for, they can find it.
376	The quiet; drop boxes around campus; some of the staff
377	Online catalog
378	Reference Desk
379	The computers
380	Books?
381	Find a quiet, cool place to do homework between classes.
382	The computer lab
383	The employees
384	Reserve and Audiovisual desks
385	Internet access; Study facilities
386	Book check-out
389	Videos & books
391	Studying, computers
392	Internet
394	Library staff
395	Study areas
396	The staff
398	The people are from desk are helpful in helping me find the books.
399	The open-computer lab.
400	The staff
401	Study areas
402	The easy to use on-line catalog
404	Newspapers and copy machine

405	Just the fact that there is a quiet place to sit and study upstairs.
407	Study areas
408	Open past 7PM
409	N/A
410	Computers
411	Open media computer
412	Staff, computers, reserves
413	The open computer lab.
414	Unknown
416	A variety of books
417	Book check-out
418	Being able to use the internet.
419	Study rooms for group study, computers, a quiet place to learn & TV's for videos.
420	References
422	Computer/internet
423	Audiovisual
424	None
425	Service & Resource
426	Resources & staff
427	The access to the internet, when mine is broken.
428	Computer lab
429	Computer lab
431	Personnel working there are courteous and helpful.
432	Reserve desk
433	The on-line catalog, language lab
434	Open computer lab
435	Online catalog
436	N/A
437	Computer lab
438	N/A
440	The ProQuest software in the lab has helped me a lot.
441	Reference materials
443	Language lab
444	Media Lab
445	Computers
446	The recordable tapes.
447	Study desks & rooms, computer lab
448	The computers, tables and books
450	Space to study
452	Computers
453	Lab
454	N/A
455	Language lab
457	Video

458	Computers
459	Internet
460	I've only used the videos
461	N/A
462	Electronic database
463	Reference materials
464	Computers, copy machines
465	All useful
466	The people
468	The study desks
469	Study tables
470	Just having a place to study
471	Computers
473	Computer lab
474	Reference on-line catalog
475	The computer, study rooms and newspapers
476	Always had by CTV videos and rooms available to watch
477	Computer room; electronic database
478	The amount of books. Also, the books teachers set aside at the front.
480	N/A
481	Computer
484	Books
485	Books
487	The media desk w/ copies of the tele-courses for my CTV class.
488	Study rooms
489	The staff is wonderful and helpful.
490	Audio cassettes
491	N/A
492	Doing homework on desks.
493	Computers
494	Computers and lab
495	Books and open computer lab; internet
496	On-line catalog
497	Books
498	Computer labs
499	The library staff have been most helpful and friendly.
500	Quiet space
501	Massage therapists
502	The on-line sources, the information desk with help for the computers and copiers.
503	Quiet place to study.
504	Computers, sofas, quiet atmosphere, nice people, beautiful architecture, magazine, comfortable, lots to offer, copiers
505	N/A
506	Tutors, computers

507	Computers, books, quiet area, study desks
509	On-line catalog
510	Computer lab
511	The books and open computer lab. Also the quiet space availability.
512	Computers
513	Reference Desk
514	Everything
515	ProQuest and videos
516	Internet
517	Computer lab
518	Internet
519	I haven't been in the library so I wouldn't know.
520	Language lab
522	Study rooms
524	None
525	Tutors
526	Staff
527	Books
528	Computer lab; video check-outs; study rooms
530	Computer lab, video check-outs, study rooms
532	All
533	The chairs
534	Computer use.
535	The staff
536	The reference desk librarians are outstanding.
538	Open computer lab
539	The quiet and the desks
540	The student aides
541	Catalog and staff taught me to use the library effectively.
542	*Name-excellent employee
543	Group study rooms
544	The staff and videos for TV courses.
545	I live in the S.R. and was pleased to learn CTV will be available for my use this summer.
548	The computer lab
549	Computers
550	Computers
551	Computer (ProQuest) and catalog
552	Reserve desk
553	Info. Desk
554	On-line catalog
555	Librarians, on-line catalog, computers
556	Computers
557	Name has been very helpful and also Name
558	Audio visual

559	Books and computer
560	Books, reference
561	The books, computers, study rooms, reserves
562	When I check out the books that helped. Thank you.
563	Open computer lab
564	Everything
565	Computers
566	Free computers, magazines
567	Computer lab and resource books
568	Computer lab
569	The open computer lab and the on-line catalog
570	The on-line catalog, ProQuest and new systems.
571	The access to video, DVD and CD players
572	Internet use
573	Pamphlets, electronic databases, book and reference desk
574	Reference: ProQuest
575	The computer lab
576	None
577	*Named personnel
578	Used cassettes for Spanish a lot and some videos during classes and breaks in the day
579	The people help me when I ask
580	The computer lab
582	Books, study rooms
583	Computers
584	The group study rooms have been great.
586	The reference desk
587	Study rooms
588	Study rooms, open computer lab
589	Internet access
590	Computers
591	The number of tables and access to computers.
592	The computers, but some are slow
593	Reference Desk
594	Audio lab, electronic database
595	ProQuest
596	Study rooms
597	Computer
598	Computers
599	Audiovisual materials; open computer lab
600	Staff
601	Media Lab
602	The study rooms
603	Computers
604	Reserve desk and Reference desk

606	Spanish lab, ProQuest, videos
607	Internet
608	Open media lab
610	The study tables
611	Comfortable, quiet place to do homework.
612	The computers and the group study room are great.
613	Internet, books
614	ProQuest
615	Study rooms
616	Reference desk assistants
618	On-line catalog
619	Internet, private rooms
620	Open computer lab:)
622	On-line service
623	Media Reserves
624	The desks
625	None
627	The computer lab has been the most useful.
628	N/A
629	Vast number of books and Merlin
630	Computers
631	Chairs upstairs are comfortable
632	The bathroom
633	Books and internet
634	On-line catalog
635	Computer lab
636	N/A
638	Resource materials
640	On-line catalog
642	Open computer lab
643	Having a quiet place to study
644	Comfortable chairs
645	Books
646	Room for conferences
648	Periodicals
649	Computers
651	Quiet study rooms
652	N/A
653	On-line catalog, internet
654	Tables, chairs and other quiet study areas
655	Internet
656	Open computer lab
659	Computers
660	On-line/web searching

661	Computers and breaks
662	Reference Desk
663	Study areas
664	Internet
667	Air conditioning
670	Computers
671	Video labs
672	Group study rooms
673	Computer
675	Computer access, copiers, resource material
676	N/A
678	The catalog
679	Computers
680	Giving me links
681	Study rooms and cubbies
682	Books
683	N/A
684	On-line reference
685	On-line catalog
687	The employees
688	The quiet environment
690	The rooms for watching videos
691	Audio visual
693	Copiers
695	Resources
697	Internet
698	Media Reserves
699	The empty study rooms
700	Media Desk
701	Couches
702	NA
703	The only part of the library I've used is the tables at which I study. They're great!
704	NA
705	The videos for my CTV courses
707	The AV room
710	Videos
711	Resources, books
712	The CTV videos
714	Online computers
716	The librarians.
717	Computer
718	Reference
719	Computer Lab
721	None

722	The computer
725	Computer lab.
726	I have use(d) the library to study and use the internet.
728	NA
729	Computers
730	Computer lab
731	Work environment
732	Computer lab
733	The copy machine
737	Computers & books
740	The books
743	I have taken courses by television and it is very useful when I forget to tape a class, I can borrow a tape and view it in one of the private visual rooms.
744	NA

Open-ended Question #4:
What aspects have been barriers or proved problematic?

Survey #	Response:
2	None
5	N/A
14	NO
17	N/A
19	N/A
24	N/A
31	N/A
32	N/A
51	N/A
52	N/A
53	N/A
71	NO
91	N/A
106	N/A
123	None
143	None
148	None
157	N/A
166	N/A
167	No
172	None
176	N/A
201	It's hard for me to find stuff.
202	It has too many steps
204	None as of yet.
206	Online catalog slow
209	None
211	Not enough resources, books
213	Online catalog was down twice this last semester.
215	Computer wire I have trouble looking for stuff.
216	None
217	None
218	Not enough time-hours
219	None
220	None
222	None
224	Not enough computer with internet access.
225	None
228	N/A
229	None

230	None. Don't use the library
232	Not enough computers, internet access. The open computer lab is always occupied by a class.
233	None
236	The open computer lab.
239	None
243	None
244	In PACE courses. Not on campus for extended periods. Library not accessible.
246	None
248	Lost my cell phone
249	No problems encountered
250	None really. When the computers in the library are all being used, there are plenty more on campus available.
251	(students) People talk too much and too loud
252	None
254	N/A
255	Sometimes staff didn't help student to find out what student wanted.
256	The computers (4) upstairs, I don't know how to use periodicals.
258	Competition for computers
259	Finding the books
260	Open hours more on Friday and Saturday
262	They lost one of my professor's CD's
267	Hours open
268	I don't go to the library
271	Periodicals hard to find
272	None
273	Don't go
277	None
278	None
279	Limited # of computers
283	None
284	None
285	The books are old, sometimes out dated info.
288	None
289	None
291	I have not gotten a school ID card; therefore, I cannot use the library.
294	None
297	The computer catalogs & search system is a little slow and often had problems.
298	None
300	N/A
301	Nothing
302	N/A
305	Not being able to find something on video
306	N/A
308	None

309	Finding it
310	N/A
311	Not enough good computers. There old and taken up.
312	None
315	No
316	None
318	Outdated books
320	The location
321	None that I can remember @ the time.
323	There was not enough computers.
324	I never found it.
325	None
328	None
330	None
331	Computers (internet) are difficult to connect.
333	Books are hard to find.
334	None that I can think of.
335	None
338	None
340	Since I am an international student, sometimes I have a difficult time to explain to librarians what I need.
343	None
344	The open computers are slow & freeze up. The ones in the small room work really well.
345	I have not encountered any
346	No problems
347	When I walk in there I feel lost.
348	None
350	Book selection
353	Access to CPU
355	No place to hook up laptop to the internet
356	Not enough of a variety or selection of books.
357	The computer catalog is difficult at times.
361	None
362	I had no idea where anything was or how to use the computer until I asked for help.
363	I haven't encountered any problem.
365	Not enough copies of novels.
367	Nothing yet
369	None
370	None at this time
371	None
375	It is confusing, but the people explain it well.
376	Some staff have been more interested in personal calls and conversations than being available.
378	It's not organized.
379	I personally have never had any.

383	The books, I needed were not there.
384	Lack of books
385	None
386	None
392	Lost, don't know where to go.
394	Books are hard to find.
396	Can't find the book
397	Lack of knowledge by workers.
399	None.
400	None.
402	Many times, the on-line catalogs had errors and couldn't be used or the computers would block so you couldn't use them at all.
403	None
404	Sometimes it is hard to find a book that I am looking for because I need to use almost a different language for the catalog.
407	None so far
408	?
409	N/A
410	None
412	A little hard to find everything without staff help.
413	None
414	Hours
416	The computers to find a book.
417	No
419	People that work at the library are not usually able to answer my questions accurately.
420	Noisy people
421	Not enough computers
422	None, not enough computers
424	An uncooperative staff
425	None
426	None
427	Lack of computer access. There is always a lot of people already using the one's available.
428	More computers
431	None except one time in the last 1 1/2 years, I returned a tape but it did not get checked in and I'm not notified until one year later.
433	None
434	N/A
435	Things on order, getting late notices when they had the book I returned on time.
436	Horrible hours
438	N/A
439	N/A
441	Private Audiovisual rooms are always booked, study rooms the same.
442	Don't know how to access info. Would like an info. Sheet or info. Session. Sorry, I am mostly computer illiterate so that does not help.
446	None
448	No

449	It closes way too early
450	Student conversation
453	None
454	Time constraints
455	None
456	The only difficulty I encountered was in the Language lab. At times the staff were so talkative among themselves that I had difficulty listening to the tape.
457	None
458	None
459	None
460	I had to watch them there, when I wanted to check them out.
461	Not available after class
462	N/A
463	N/A
464	Don't have all the books I want
465	None
466	Maybe not knowing how useful the library can be.
469	Tour groups going through and talking!
470	N/A
471	Hard to find some material I needed.
473	Resources, books
474	None
475	None
476	Poor selection of books w/ narrow tics. A lot of just a bunch of old text books w/ same information over and over.
478	The language lab upstairs is kind of hard and time consuming with the tape recorders.
480	N/A
481	None
482	More on-line computers please.
484	None
485	None
486	Parking
489	My own in adequacies in automation.
490	None
491	N/A
493	Today for instance, I went to get a book and it wasn't there.
494	N/A
495	Finding the books I need from the on-line catalog
498	None
502	Don't have change if you need it for the copiers.
504	Checking out magazines. Unclear directions to the computer rooms and other rooms
505	Wasn't able to go during open hours.
506	None
507	None
508	I have not found any problems when using the library.

509	Hours open
511	N/A
512	None
513	None
514	No problems
515	None, just have to get used to the system
516	None
517	Not enough computers in lab
518	None
519	None
520	None
522	Difficulties working with computer to search for materials in the library.
525	Not enough tutors
526	Not enough staff
527	None
533	None
534	None
538	Study rooms
539	None
541	Kind of confusing without asking for help.
542	None. Employees of COC help me.
544	None
545	Reference desk misinformed.
546	Reference desk not effective in helping find sources. On-line catalog goes down-have a hard copy of on-line catalog broken down in sections near the section of books I'm at.
548	Rooms and labs are always full
550	Shortage of computers
551	None
552	Computer catalog hard to use
554	None
556	There are none
557	No problems
558	The computers are often slow and/or out of order (not the ones in the lab)
560	None
561	None, except for a few noisy people
562	None
565	The cataloging confuses me sometimes; hard to find the available books
567	None
568	None
569	There are no barriers or problems that I've encountered when using the library.
570	No, not at all
571	I don't believe there have been any.
572	Lab closed due to classes
573	Magnetization of books

574	None
575	The computer lab is often closed for classes--they should go elsewhere
576	None
577	The stairs are too small
578	None. The people behind the desk helped a lot.
583	N/A
584	The group study rooms have been full when we have needed them.
585	Study rooms full
586	I haven't encountered any problem.
587	Library hours: not open enough. Need more study rooms.
588	No study room! Slow computers, computer freezes all the time.
589	None
591	The use of cell phones.
594	None
595	Sensor downstairs is very sensitive. Takes a long time to find books.
597	N/A
598	N/A
599	None
600	On-line catalog
603	None
604	Library hours; study rooms full
605	Nursing Program--some of the staff couldn't find needed materials--blue sheets, pink sheets, sample of APA papers
606	No study rooms available.
607	Too many people in the lab
608	None
609	Hours
610	Too loud
613	On-line catalog
614	The printer in the computer lab always has a problem. ProQuest not available in TLC
615	The on-line catalog keeps saying that the sources listed are not available in the library.
616	None
618	Broken printer in computer lab
619	Slow connection, few computers.
620	N/A
622	None
625	Staff is rude
627	Problems that I have run into is not having available computers.
628	N/A
629	N/A-Besides for power outage
630	Computers freeze
631	None
632	Not enough toilet paper
633	Finding info on the internet

634	No seats, overcrowded
635	N/A
636	N/A
637	Lack of textbooks from classes.
638	Items are usually checked out
640	None
642	I have not experienced any yet
643	None
644	None
645	None
647	Need more instructions by library computers on how to use.
648	Can't find the book that I'm looking for.
649	None
652	N/A
653	Not open late
654	None
655	None
658	People too noisy on the 2nd floor
659	Sometimes hard to find help.
660	Finding books by letters and numbers
661	None
662	Not enough computers
663	Computers are really slow, on-line catalog also.
664	N/A
670	None
671	Nothing
672	None, it runs smoothly
673	People chatting too loudly, not in group rooms
675	Often time loud, resource finding seems complicated, staff is great but lacks knowledge of what is available.
676	Not open at times when I'm at school or available after class.
679	None
680	Finding more info on Europe
681	Don't have the right books
682	None
683	N/A
684	Too noisy
687	None
688	None
689	None
690	N/A
693	Filing system of books were odd
697	Sometimes the computers don't work.
698	None

700	None
701	Need more couches
702	NA
704	NA
705	none
707	people not returning overnight checkout videos
709	the language lab is confusing, and I fel(t) odd talking out loud practicing.
710	Instructors not returning videos
711	None
712	Not enough video viewing rooms
714	the computers down stairs to search for information should only be for that, not chatting or email, and this should be enforced.
716	Not finding any books on Armenia, Bulgaria, and Greece at how the culture is.
717	Books are not available.
718	None
719	Using the Computer catalog is very confusing
721	None
726	The computers are not very user friendly.
727	Insufficient textbooks.
728	None
729	NA
730	None
731	NA
733	None
737	People are too noisy and constantly loud. People should talk on their cell phones outside!
740	None
744	NA

Open-ended Question #5:
What recommendations do you have to make using the library more useful and satisfying?

Survey #	Recommendations
2	None
5	N/A
14	NO
17	N/A
19	N/A
24	None
31	N/A
32	N/A
51	N/A
52	N/A
53	N/A
71	NO
91	N/A
106	N/A
123	None
143	None
148	N/A
157	N/A
166	N/A
172	None
176	N/A
202	None
206	new online catalog
208	N/A
209	None
211	Need new materials
215	A lesson on the computer.
216	Have someone there to help you use the catalog, computers
217	None
219	None
222	None
225	None
228	N/A
229	None
230	Maybe I should try using the library.
231	Install more computers. People seem to fill them all up often.
232	More computers or no class sessions in the open computer lab.
233	None
234	Not being able to check out any class text professors leave for student convenience.

236	None
239	None
240	?
243	Snacks
245	None
248	Go to library twice or more a week
249	None. I believe it's perfect.
250	Keep up the good work.
252	None
254	N/A
255	N/A
256	Have more help
258	Another floor, more room
259	Have more people working in the library
260	Have more librarians
262	Better cataloging. Especially in fiction.
265	More computers
271	None
272	None
273	Earlier hours
278	N/A
279	None
280	Monkey butlers. (sorry, I couldn't resist)
283	None
284	None
288	Replace the steps w/ an escalator
291	I recommend that we don't have to get an ID card to check out books
294	None
298	I would only again say we need more computers.
299	More people willing to help
300	More people willing to help
301	N/A
306	N/A
308	N/A
310	N/A
311	None
312	None
315	Library is already easy to use.
316	I think that it is pretty self explanatory & easy enough to use.
318	More signs for what might be upstairs for those who do not know.
320	Where the h... is it?
321	None
324	None
325	Put in an escalator.

328	None
330	None
333	Make books easier to find.
334	None
335	None
338	None
340	The library should have more kinds of books.
342	I notice the doors are too heavy for a lot of students.
343	Have none.
345	Nothing
346	It's fine the way it is.
348	None
355	N/A
356	N/A
357	N/A
361	None
362	Directions or instructions for the computer program next to the computer friendlier librarians.
363	None
365	N/A
367	I think the library is doing great.
369	None
370	None at this time
371	None
376	Perhaps an orientation class.
377	More books/Have inter library loan with USC/UCLA
378	Have more updated books.
379	It is fairly simple as is.
384	None
385	None
388	None
392	Better directions, instructions
394	Make the books easier to find.
396	To find books easier
399	Maybe to introduce s to the wonderful resources.
400	None, everything seems very organized and helpful.
402	More "group work" rooms
403	None
404	Longer hours on Mondays through Thursday is basically the only thing.
408	?
409	N/A
410	None
414	Hours
416	Computers

417	No
419	I have a hard time locating books that I need. There should also be more copies of the videos for CTV courses and more helpful staff in that area.
422	None
424	None come to mind
425	None
426	None
428	None
431	None
433	None
434	N/A
435	None
436	Better hours
438	N/A
442	Info. pertaining to its offerings. Assistants to help access database and other library services extended hours for students who work during the day. We are the ones that support this institution through our county property taxes, etc.
445	Access of database from home computers.
446	None
448	Not right now
449	Keep it open later
450	None
453	None
454	N/A
457	None
458	None
459	More information/more resources
460	None
461	N/A
462	Being linked to my home PC
463	N/A
464	A map of library when you walk in.
465	None
466	N/A
468	Unlock the front doors
469	I couldn't find it for the 1st few weeks, then again I didn't ask anyone and I've lost my own car 36 times this semester.
470	I haven't had any problems with the library.
473	None
474	None
475	None
476	None-it's good
481	None
484	None
489	Not experienced with it enough to say.
490	None

491	N/A
493	Have more than one copy of a book to check out.
494	N/A
495	None
498	Open on Sunday
500	More light.
501	More music
504	Signs about computer usage. Signs for magazines behind racks and magazine check-out. More uptime on the on-line files.
505	Later hours.
506	None
509	The use of cell phones in the library.
512	None
513	None
514	Nothing
515	Just know how to use everything
516	None
518	None
519	None
520	None
522	No
524	None
525	Get more tutors
526	Later hours, more staff
527	None
528	Have a study room where a movie can be watched and food/drink can be brought in.
530	Have a study room where you can watch a movie and bring food/drink into.
538	More computers
541	Ask the staff. They are super helpful and friendly.
542	None
544	None
545	More signs on bookcases, ceilings
548	Expand the computer lab
550	More computers
551	None
552	Get a better catalog. Have a couple of benches outside for smokers to study.
554	It's fine to me
556	None
557	Highly recommended
558	Faster computers
560	None
561	None
562	No comment
565	N/A

566	More reserve books, textbooks
567	None
568	None
569	There are no recommendations to make the library easier to use.
570	You need to get more current books, current novels and stuff like that, more current video tapes.
572	?
575	Nothing, they are great. Maybe make the computers faster.
576	None
577	None
578	More DVD players and more study rooms
583	More variety in the CD collection
587	More hours: not open enough (late hours)
588	More hours, newer computers, more study rooms
589	None
594	None. As of now things are fine.
595	More study rooms
597	N/A
598	It's okay
601	Just ask questions if you need assistance.
603	The way it is is fine.
604	More study rooms and more open hours.
607	N/A
613	Upgrade the on-line catalog, make them faster
614	Please supply the library with more printers or at least get one for the computer lab that will function.
616	None
617	The computers. I mean the internet for the computers is slow. It would help to have cable modem on them so they would be faster to use.
618	None at this time
619	More computers
622	None
628	N/A
631	None
632	More lotion
634	More staff on library floor, they are lazy
635	The COC library needs more people to work on the floor.
636	N/A
637	More copiers, more staff available to help out.
640	None. It's great!
643	None
644	Working computer for reference
645	None
648	None
649	None

652	N/A
653	Longer hours
654	None
655	It's fine
659	Increase staff.
661	None
664	N/A
670	None
672	None
675	Longer hours, knowledgeable staff, bigger labels.
676	N/A
679	None
680	Classical music section when reading and/or studying
682	N/A
683	N/A
687	None
688	Better, more convenient hours
690	Directions for find periodicals
693	Updated system
697	More computers
698	No
699	Be open later because I work late.
700	None
701	More couches
702	none
704	NA
705	Let people check out reference materials
706	Sorry, I'm only a part time student, so I haven't taken advantage of the library.
709	None
710	Put books on CD. More copies of reference materials so we can check out
711	None
712	I don't know
718	None
721	None
728	None
729	NA
730	No recommendations
731	NA
733	None
735	Quieter!! People use cell phones & talk...
737	This library should emphasize on the virtue of silence, so to respect their peers! Libraries are meant to be quiet!
740	None
744	NA

Open-ended Question #6:
We invite your additional comments.

Survey #	Additional Comments
2	No
5	N/A
14	NO
24	None
31	N/A
32	N/A
52	N/A
53	N/A
71	NO
91	N/A
106	N/A
157	N/A
166	N/A
172	None
176	N/A
202	Thanks
205	I needed help with finding books for a research paper and someone was very helpful finding them for me. I tried to use the computer lab and there were not enough computers.
209	Would be nice to get more resources.
210	Put more printers in the computer lab: one per row of computers or one per every two.
211	I use the library almost daily. I just feel it needs to be updated.
213	I would like to see current books on shelfs as some books are getting old and their information needs to be current for students in today's changing society.
215	Thank you for your help.
216	None
219	None
222	None
223	I've never visited the library for two reasons: 1-I have no student ID and don't I need one to check out books? 2-I always go to the city's library and I don't know if COC's library has anything to offer that the city's doesn't; however, this survey has encouraged me to check out COC's library.
225	You're doing a great job.
230	I have never set a foot in the library.
232	I need to use the computers here, but the wait is so long. The open lab is never open to me when I need it.
233	None
236	More staff available to answer questions and help out.
239	None
240	Good job
241	I really like the library. It's nice to go there to study, research or just relax. The couches are nice and it's always a nice temperature. It would be nice if there was a relaxing t.v. room.
249	Doing a great job. Keep up the good work:)
250	I am a relatively new student at COC, but the library has made being a student a little easier.

254	Library is so cold everyday; Library should be open Sunday.
255	More staff to help students.
257	The library does look good. I just had the opportunity to use it.
258	Some of the lab techs are annoying
259	I would like more people to be at the reference desk and have them be able to get up and help those who need it.
264	Need a bigger computer lab
265	COC...
272	None
274	The reason I don't use the library is that I live 40 minutes away & it's more convenient to use a local public library.
275	Overall I think the library is good and the staff is doing their job.
283	I went on a tour there which was nice
288	It's a great library
291	N/A
299	I like our library, yet they do not have certain books that are essential.
300	None
306	N/A
308	N/A
311	I don't have any
313	I have not yet visited the COC library.
314	More books: literature (e.g., Marle Strand and other authors)
318	More books that are newly published when doing research.
320	Make it easy to find
321	None
324	Don't have any
328	None
329	Nice job
330	The couches are comfortable. We might need more!
333	Although books are hard to find, the stuff is very helpful, one of the best. They helped me everytime I had a problem.
341	I haven't used the sources in the library much, but what I know of them they seem pretty useful.
343	If you can have a networking lab for those who need to work on their certification.
344	I like that I can go between classes and set on a comfortable couch and read or study with nice surroundings.
346	I think there should be more computers for students' use.
351	One of the reasons that I do not always use the library is because I do not know where everything is located and I spend more time searching for where a certain type of reference is located than doing work. Signs would be helpful in this.
356	N/A
357	You guys are doing a great job.
358	I have only used the COC library to make a copy of a term paper.
364	Have more tables in the TLC lab.
365	N/A
367	The library is providing a great service to the students. It's very useful to me to study and to find reference books. It's very helpful.

368	Advertise the computer lab more. I never knew it was there or what service it provides!
369	I really enjoy the view on the first floor where there are couches. I feel relaxed and can concentrate on doing my work.
374	Very courteous and pleasant staff. Librarian wa very informative during tour.
378	Some of my friends work there and they're wonderufl and work hard doing their job.
384	Excellent library services, inventory is small & would I would personally enjoy a card catalog system as well as online.
385	COC has a very nice library.
387	I work and go to school full time. The hours I am available to visit the library are limited. If the parking situation were not such a disaster I would be more willing to use the library on campus.
392	Great services
402	The personnel has been more than helpful. Everybody is giving their best to help me find what I'm looking for.
409	Keep up the good work!
410	None
417	None
422	It is beautiful!
425	Than you for a good library:)
428	None
434	None
438	N/A; You're doing a great job:)
442	Make COC more community friendly. Have classes offer more advanced language at night. Now Spanish 102 is as far as you go. Let us access language lab in the evenings. I'd like to take Spanish 201 next Fall, however I'm supporting 2 children in college and can't quit my job to take it during the day.
444	Thank you media lab:)
446	Good job.
448	Thank you
449	Change the library hours to be open later and all days of the week.
451	I only use the language lab. Never had a need to use any other part of the library.
454	N/A
458	Pretty decorations
461	N/A
463	N/A
466	Personnel is awesome.
467	Cool A/C would help a lot in the summer!
470	:)
472	I use the library as a quiet place to study or just read between classes. I have yet to really use the library's services but I'm very satisfied with how nice everything is.
473	:)
489	*Named employee is so great.
492	Pay tutors more. Raise their wage.
494	Make it bigger-expand it.
495	We have an awesome library! Bean bag chairs would be fun!!! :)
501	I love this school
504	Tell us about available tours to take. Promote the library. Many unknowns about usage of video and audio. Lists would be helpful.

507	I like this library. Open on Sundays, too. Open on earlier on weekdays.
512	None
513	The library is a very good place to study.
514	Good job.
522	No
524	I have no additional comments.
525	No thanks.
527	I do not use the library as much as I would like to or should.
535	Thank you for all of your help this semester.
538	N/A
542	*Promote Named employee. Excellent in helping others. Information is accurate and he's polite. Seems he should have more responsibility and contact with students.
545	Please have some direct extension without having to listen to recording.
547	I use the public library. At the public library I do not have to park twenty minutes away.
550	Looks good!
553	A soda machine outside, so if you need a beverage you don't have to hike then come back. You would be able to buy it, drink outside, then come back. A public phone outside the library.
557	No comments
559	Most of the time the library is quiet, but sometimes students study together or talk disturbing others. I think silence should be encouraged in some way and students should be aware of the study rooms availability.
560	Library staff is very helpful and professional and always in good spirits.
561	The library is great!
562	Thank you so much for the help, especially with my homework.
563	I love the staff, they are helpful and friendly.
564	Thanks for all the work you do.
565	I wish this library was more strict on silence. People in here talk too loud and frequetly. Plus, talking on cell phones in here should be banned!
570	I think there should be more comfortable chairs, more paperback novels and videos can be checked out. Generally okay on the whole.
571	I adore this library. It's one of the quietest places on campus and it has a comfortable atmosphere. The books are very good, too.
572	?
574	*You guys are great, especially Named employees
575	I love this library--the staff is exceptional
576	None. Every library staff do a good job. Thanks.
577	I use it daily and have no complaints.
580	Please extend the evening hours.
582	Thank you!
586	The library at COC has a very peaceful and nice environment for the students to study and the staff are a great help.
589	I like this library. It is a new, good and excellent idea for students to come and study here
590	I am very impressed with the service I have been rendered. The employees always go out of their way to help.
597	N/A
599	Library services are good.
601	Thank the staff for all their help.

603	N/A
604	The media reserve desk people are always friendly:)
607	Great library. Great Atmosphere. Great Air Conditioning, staff and everything.
608	The librarians and staff are great!!
612	I love your library. Thank you.
613	Other than that it has been the greatest library I have ever used. Very nice, helpful people.
614	Please get more printers in the library.
616	Please think about extending the hours.
622	N/A
628	The library is very nice to use.
629	Though I don't frequent the library, each time I have gone there it has been extremely helpful.
636	I would be able to use it if the hours were later.
640	The library is put together very well and is extremely useful. Thanks!
650	I have never used the library on campus. I am a graduating senior from CSUN and am taking 4 units this semester to complete my graduation requirements. I will say that I frequented the CSUN library and found it to be a useful resource.
655	Rock on.
662	I use the library a lot.
664	Overall the library has been useful as far as researching the Net.
672	I am glad that the library offers group study rooms, they are very helpful.
674	I haven't used the library this whole year, sorry!
675	I am quite thankful for the librarians and even though it's not perfect I'm still thankful for it.
676	N/A
695	Help should be available in the lab for English 102 courses without the instructors recommendation for help.
719	Very nice!
727	The library staff is very helpful at all times.
730	I think you need to send your employees to customer service class. Especially your front desk workers.
731	Good job.
733	None
737	Ban cell phones from the library.
740	None
744	I am taking only one class: drawing. I have had no need of the library.

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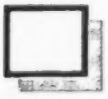

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